

Tales of the Un-Inspected
Home Number 65
By Eileen Chubb
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I looked at the inspection history of.....Home Number 65 and these are my conclusions,

This home is owned by the same company as homes 33,36,41,,48,49,50,54,59,60,62,63,64.

I have looked at specific areas in relation to how this home has been inspected over a three year period.

ASSESSMENT OF NEEDS.

Inspection Report, 16/May/07

The home is good at only admitting people they can care for. There were very good assessments done by the home. Standard 3 is fully met.

Inspection Report, 8/May/08 (**One Year Later**)

We have seen a lot of improvements in the way new admissions are handled. The manager and deputy went out to assess people before they moved into the home. We received information in April that one new admission was not suitable and the manager dealt with this problem to good effect. Standard 3 is fully met.

Inspection Report, 27/May/10 (**Two Years Later**)

We did not look at new admissions in any great depth but we did meet with one person who had been admitted over a year ago whose care had just been reviewed. We questioned whether the assessment was appropriate given this person's needs; there was no assessment to be found in the building for this person. (Star Rating System, 2 star good)

My Comments, if I were a member of the public I would have accepted the first two reports to mean the home could care for my relative and yet that turns out to be totally untrue. If the inspectors had listened to the information that the home had accepted a resident it could not care

for in 2008 perhaps residents would have been protected from neglect. It gets worse.

CAREPLANS.

Inspection Report 16/May/07.

Inspectors read the care plans for a good proportion of residents in the home. We were very pleased every ones care was going to be reviewed thoroughly every six months. Some of the care plans were very detailed and others needed a little more detail. Care plans demonstrated how well staff was helping residents get over illnesses. Residents were happy with the care received. Standard 7 is almost met and no requirement made. Since the company have taken over this home their care plan format is very good.

Inspection Report 8/May/08 **(1 Year Later)**

We looked at half the care plans in detail. All the care plans we looked at were up to date and most of them included new details. Many of them improved greatly. We saw a few that needed a little more clarity and as the manager has made such good progress we trust this will continue. We did see evidence that care plans were well written. Standard 7 is almost met.

Inspection Report 27/April/10 **(2 Years Later)**

*We have undertaken this inspection after receiving information about concerns over the home. We sent out surveys about the care in the home and some said they satisfied with the care. We learnt that the surveys were filled in with the home manager present. We read a number of care plans and these had not been evaluated correctly. Some had gaps that concerned us and affected peoples health and wellbeing. We found evidence that staff in the home did not understand the care planning process. People had assessed needs not addressed in the care plans, there was scant knowledge of specific disorders and there were fundamental problems in the care planning process. **(Star Rating System, 2 Star Good)***

My Comments, I find it hard to believe that so much can be found wrong that was so praiseworthy before. This home was not inspected for two years because the inspector chose to trust the company.

MEDICATION.

Inspection Report 16/May/07

Staff looks after medication very well. Two inspectors checked medications and these were managed properly. Standard 9 is fully met.

Inspection Report 8/May/08 (1 Year Later)

What the home does well is manage resident's medication and makes sure staff are well trained in handling medication. We were pleased see a number of residents had their medication checked by a doctor. Standard 9 is fully met.

Inspection Report 27/April/10 (2 Years Later)

This inspection is being carried out as a result of receiving concerns about the home; among the concerns are issues about medication. We used a pharmacy inspector to inspect medication and the following was found, The records for the receipt, administration and disposal of medication were poor.

Residents were at risk of medication errors,

Records contained errors for example residents given more doses of medications than that prescribed,

The records of medications were poor and medication was unaccounted for, A stock check of medications showed that on occasions medications were not given as prescribed, for example course of antibiotics were not given putting residents at risk of infections, a resident administered Morphine three times a day but it prescribed for twice daily only, a resident with diabetes needed blood sugar tests twice a week but this had only been done once in the previous four weeks,

The controlled drugs cupboard was not attached to the wall, a stock check was in order but the register did not have correct entries,

The manager was doing regular audits but had not found anything amiss,

The extent of the issues is such that it indicates that all staff in the home needs to be trained in administering medication,

Some residents did not receive their prescribed medication for example one resident was not given their prescribed pain relief and was noted to be crying out in pain, residents were at risk.

My Comments, The scale of the medication failures is incredible given the home was considered to be so good at medication it received inspectors praise. It's not until inspectors are told that there are problems that they notice everything is wrong. Too little too late for those who have been at risk for two years. It gets worse.

HEALTHCARE

Inspection Report 16/May/07

What the home does well is residents get good healthcare. The residents said they were happy with the healthcare they received. Records showed how well residents received good healthcare. Standard 8 is fully met.

Inspection Report 8/May/08 (1 Year Later)

We visited the home in January. We received information that there were concerns relating to personal and healthcare and keeping people safe. This area is good. In January we had concerns that medical care was not always as prompt as it might be. We judged that there was no evidence that residents did not get good healthcare. We judged staff may not always record the care given. Standard 8 is fully met.

Inspection Report 27/April/10 (2 Years later)

We received concerns that related to health and personal care, staff and management and medication; we found the following issues, We looked at a sample of care plans and found little or no information on healthcare issues recorded, Staff was not fully aware of resident's healthcare needs and had scant knowledge of resident's medical conditions and mental conditions, staff had limited knowledge on nutritional planning, diabetics were not monitored, resident's healthcare is poor.

My Comments, The inspectors receive information that residents are receiving little or no healthcare and when they investigate this find it to be true, however this was an issue raised two years ago and inspectors failed to uphold these concerns then because they chose to believe that staff were not recording information on what healthcare was provided. Now that enough people have suffered and the situation is so bad more concerns have been raised with the authorities, inspectors decide to look at the care records and decide healthcare is not recorded because none was given.

STAFFING.

Inspection Report 16/May/07

Over seventy percent of staff have the NVQ level two or higher. Surveys said staff attitudes had recently improved. Some surveys raised issues about low

staffing levels and recent staffing shortages had affected the home, but the company gave us assurances that this had been resolved. All staff is trained in protection of vulnerable adults. All staff receives regular supervision and is well supported. Training is up to date and recruitment procedures are robust. This area is good and the home has a committed staff group who are being supported and guided in improving and refining their skills to give all residents all the care they need. Standards 27, 28, 29, 30 are fully met.

Inspection Report 8/May/08 (1 Year Later)

Several surveys received assured us the home has improved dramatically in the past few months. The home has a good number of staff trained and qualified to care for vulnerable people. The management makes sure that any new staff employed are the right kind of people to care for vulnerable residents. Staff were starting to record good information on resident's needs. Staff receives regular supervision when they are at work and their practice has improved because of this. On the day of the inspection we saw the deputy manager training a senior in medication administration and this was an example of good practice and careful mentoring. Earlier in the year we received concerns that staff needed more guidance on how to support residents, the manager showed us minutes of staff meetings which addressed this. Standards 27, 28 29, 30 are fully met.

Inspection Report 27/April/10 (2 Years later)

Staff had received no training on nutritional care planning; we noted a staff member left in charge of the home had no training on safeguarding, manual handling and fire safety. We found one staff member working with no CRB check. Two staff working with no references from their previous employer and one staff member working who only had one reference in total and that was from a personal friend. We saw one staff member with no manual handling or dementia training trying to assist a resident with poor mobility and Dementia. One resident said they felt kept in the home against their will and another said there were a lot of rules and regulations. Training is not good. We recommend the company explore the culture of staff attitudes and approaches that are part of the culture in this home. The company needs to look at the skills and numbers of staff deployed in the home. The Home remains two Star Good.

My Comments, Only now the problems with staff and the culture of the home is accepted as a problem. The signs were there from the start and when concerns were raised two years earlier they were discredited by

inspectors who were all too willing to trust in the assurances of the home.

COMPLAINTS AND PROTECTION.

Inspection Report 16/may/07

What the home does well is the home is good at listening to any concerns or complaints and they showed they were aware of how to protect people from harm. The home has received no complaints. Standards 16 and 18 are fully met.

Inspection Report 8/May 08 (1 Year later)

The home handles complaints and concerns correctly. We have received one complaint about the home directly and referred this back to the who dealt with it correctly. We asked residents and relatives if they saw anything abusive going on in the home and they said they had not. Standards 16 and 18 are fully met. The home is graded 2 Star Good.

Inspection Report 27/April/10 (2 Years Later)

We undertook this inspection after receiving information about concerns.

My Comments, The last inspection did not bother checking how well the home handled complaints as people had raised concerns outside the home. This home was described to me by the authorities as, Under Performing; it still remains a Two Star home. The local authority is not placing any new residents in this home. The company that owns the home is working on yet another improvement plan and yet again there is no accountability. I ask why a home was not inspected for two years when concerns about abuse were raised. Eileen Chubb